Job Description

Title:	**Senior Carer Support Worker – The Havens Primary Care**
Salary:	Point 18 on the NJC Pay Scale £27,344 per annum (based on 37 hours per week)
Contract term:	Permanent
Hours:	Up to 37 hours per week, usually to be worked during normal office hours, with some occasional evening or weekend hours required. Part time hours can be considered by agreement.
Accountable to:	Team Leader
Location:	Newhaven area, East Sussex *Additional optional office bases at Eastbourne, Uckfield and Lewes with hybrid and/or remote working available.* The post holder's main community duties will usually take place within The Havens area, within GP practice settings, however work anywhere within East Sussex may be required.
Job Purpose:	To provide information, advice, support and guidance to carers within The Havens, and refer carers to services provided by voluntary and statutory sector partners; To empower Primary Care staff to identify, refer and support unpaid carers. To empower carers to develop their skills and confidence in their caring role, build their resilience and ability to prioritise their own health and wellbeing. For this senior post we are looking for applicants who have an ability to work with autonomy and to demonstrate an ability to work confidently with more complex issues.
Functional Relationships with:	Primary Care partners in The Havens, Care for the Carers colleagues and volunteers, Health and Social Care partners, voluntary sector partners.

Key Responsibilities:

1. Provide carers with information, advice, support and guidance via a range of methods and in a variety of community locations, to include:
    a. Face to face support, both one to one (at Community Clinics, Carers Centres, home visits and meetings in neutral venues) and through support groups.

b. Telephone support - responding to low level carers' queries via the Carers Hub, undertaking Carer Coaching, and as part of ongoing casework
c. Email and online support, including social media - as part of the Carers Hub, and ongoing casework where applicable.
d. Intensive and ongoing support to carers with complex needs, where appropriate.

2. Work with carers to empower them to prioritise their own health and wellbeing, and to access the support they are entitled to, including Carers Assessments and health checks.

3. Provide support and guidance to less experienced members of the Carer Support Team, to ensure the delivery of quality services to local carers.

4. Undertake a project lead role for the Havens Primary Care Project, including:
    a. Being the key contact for the project and attending briefings/training/meetings as appropriate;
    b. Sharing information and knowledge with other Care for the Carers staff regarding the project – being the 'go to' person within Care for the Carers in relation to the project;
    c. Where appropriate, seeking to understand Care for the Carers reach in relation to the project, and using this knowledge to influence service development and delivery

5. Support the delivery of occasional training sessions to groups of carers and/or professionals.

6. Work with colleagues in the NHS, Social Care and the voluntary sector to best support carers:
    a. To identify carers, obtain referrals and inform practice in relation to carers.
    b. To undertake joint working with partner organisations on casework, attending multi-agency meetings, and sharing case updates with carers and colleagues in line with data protection legislation and carers' wishes.
    c. To stimulate carer-friendly practice.

7. Promote Care for the Carers and develop partnerships in East Sussex, primarily The Havens, by attendance of meetings, local forums and networking with professionals who work with carers.

8. Keep records up to date at all times and in line with Care for the Carers' policies and procedures, supporting the monitoring and evaluation of the project.

9. Undertake Carers Assessment Reviews as required, in line with agreed operational processes developed with the Local Authority.

10. Take an active part in Team Meetings, training and own supervision and appraisal.

11. Act at all times in accordance with Care for the Carers' policies, including Diversity and Equal Opportunities Policy, and in a way that will ensure the reputation of the organisation is maintained and enhanced.

12. Carry out any other duties commensurate with the post, as agreed with the Head of Services.

Please note, this Job Description is intended to outline the main duties of the post and may change as the post and organisation develops.

December 2022